

Message Text

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ACTION HEW-06

INFO OCT-01 ARA-10 ISO-00 OES-05 EB-07 /029 W

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R 151600Z JUL 75

FM AMEMBASSY LA PAZ

TO SECSTATE WASHDC 7317

USDOC WASHDC

UNCLAS LA PAZ 4866

E.O. 11652: N/A

TAGS: BDIS, TBIO, ETRD, BL

SUBJ: TRADE COMPLAINT RE DEFECTIVE ELECTRONIC PRODUCT

REF: STATE 126575

1. REFTEL FORWARDS INFORMATION REGARDING DEFECTS IN ULTRA-VIOLET DENTAL APPLIANCE WITH BRAND-NAME NUVA-LITE MANUFACTURED BY L.D. CAULK COMPANY, DIVISION OF DENTISPLAY INTERNATIONAL INC. LAKEVIEW AVE., MILFORD, DELAWARE 19963. DEFECT SAID TO CAUSE RADIATION POTENTIALLY DANGEROUS TO PATIENTS' HEALTH.

2. AS PART OF EFFORT TO INFORM BOLIVIANS OF PROBLEM EMBASSY CONTACTED LOCAL IMPORTER, GENERAL DENTAL SUPPLY, LTDA. OF LA PAZ. FIRM HAD HEARD OF DEFECT FROM TRADE JOURNALS BUT HAD NOT RECEIVED NOTICE FROM U.S. COMPANY. EMBASSY HAS SEEN COPIES OF LETTERS DATED MAY 16 AND JUNE 4 ASKING THAT DENTISPLAY GIVE INSTRUCTIONS ESPECIALLY RE POSSIBLE COVER TO BAR HAZARDOUS RADIATION. LOCAL FIRM CLAIMS THAT DENTISPLAY HAS NEVER REPLIED TO LETTERS AND THEREFORE FIRM HAS TAKEN

NO ACTION.

3. AT EMBASSY'S INSISTANCE FIRM HAS PROMISED TO SEND OUT IMMEDIATE LETTERS ADVISING DENTISTS TO CEASE USING PRODUCT. LOCAL FIRM CLAIMS THAT THIS WILL NOT BE PROBLEM BECAUSE DENTISPLAY HAS FAILED TO FILL ORDERS FOR REPLACEMENT SUPPLIES NEEDED TO USE FOR APPLIANCE USE AND THEREFORE MOST OF TEN TO FIFTEEN MACHINES IN BOLIVIA ARE INOPERATIVE.

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4. PLEASE INFORM DENTISPLAY THAT GENERAL DENTAL SUPPLY LTD.
WANTS TO MAINTAIN GENERALLY EXCELLENT RELATIONS IT HAS HAD
WITH U.S. COMPANIES BUT HOPES IT WILL MOVE QUICK TO REMOVE
HEALTH HAZARD CAUSED BY THIS MACHINE BY SENDING INSTRUCTIONS
AND PROTECTIVE MATERIALS.
STEDMAN

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NNN

Message Attributes

Automatic Decaptioning: X
Capture Date: 01 JAN 1994
Channel Indicators: n/a
Current Classification: UNCLASSIFIED
Concepts: ELECTRONIC EQUIPMENT, MEDICAL CARE, RECALL, CONSUMER PROTECTION, DENTISTS
Control Number: n/a
Copy: SINGLE
Draft Date: 15 JUL 1975
Decaption Date: 01 JAN 1960
Decaption Note:
Disposition Action: n/a
Disposition Approved on Date:
Disposition Authority: n/a
Disposition Case Number: n/a
Disposition Comment:
Disposition Date: 01 JAN 1960
Disposition Event:
Disposition History: n/a
Disposition Reason:
Disposition Remarks:
Document Number: 1975LAPAZ04866
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Document Unique ID: 00
Drafter: n/a
Enclosure: n/a
Executive Order: N/A
Errors: N/A
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